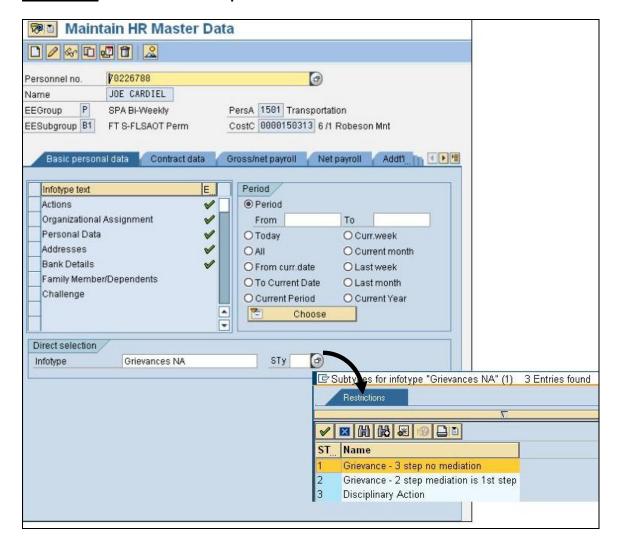
OVERVIEW

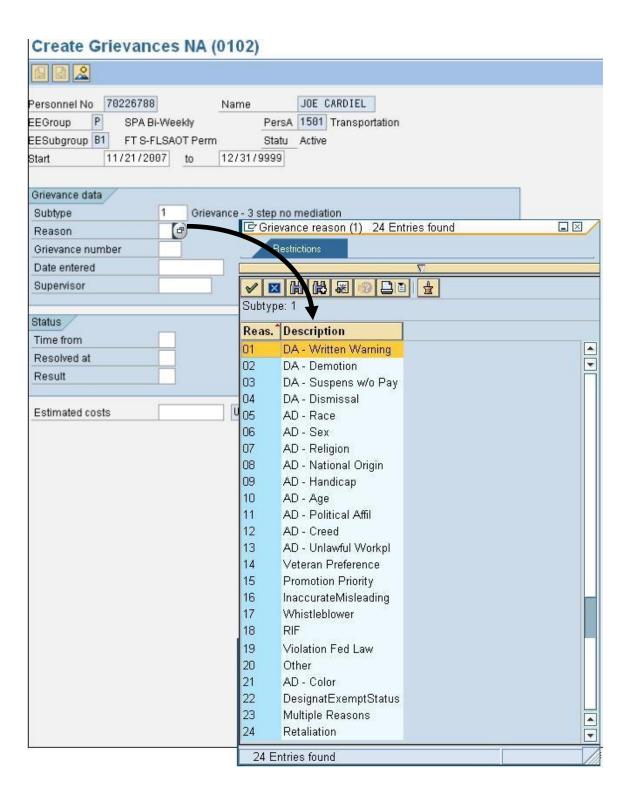
PA30, infotype (IT) 0102 is used for entering Grievance records. After you enter IT0102 in the infotype field, select the applicable subtype.

The screens and options available on various fields within the infotype are presented below as a quick guide. See the Business Process Procedure (BPP) *PA30 Maintain Grievances* for complete instructions.

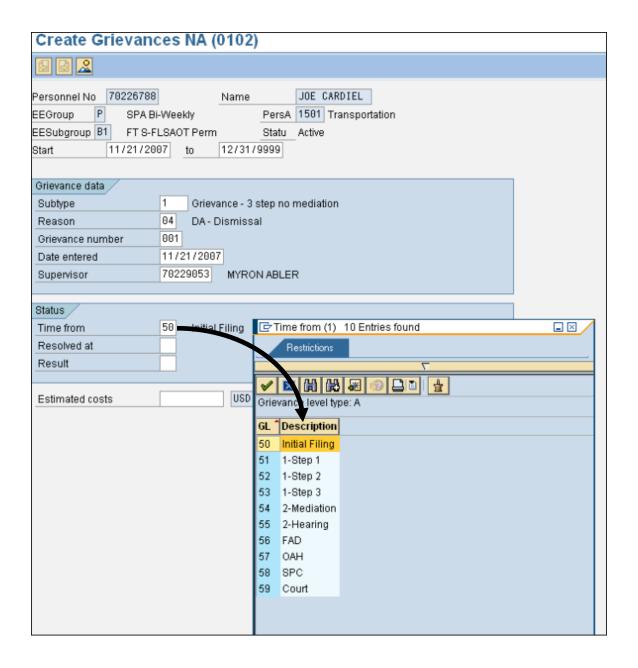
Example #1: Grievances - 3 step no mediation



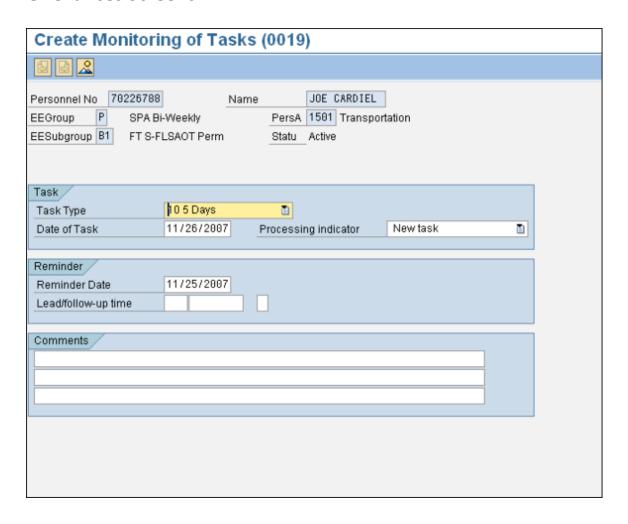
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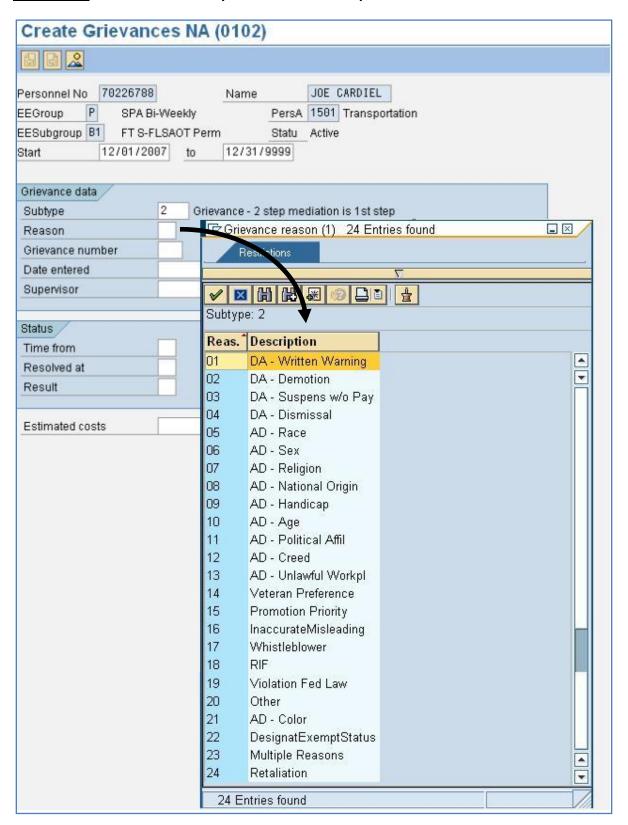


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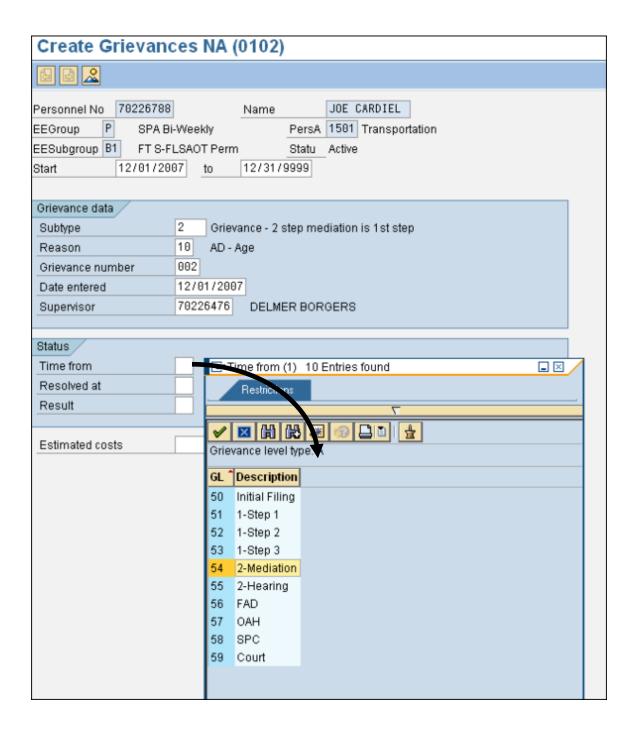


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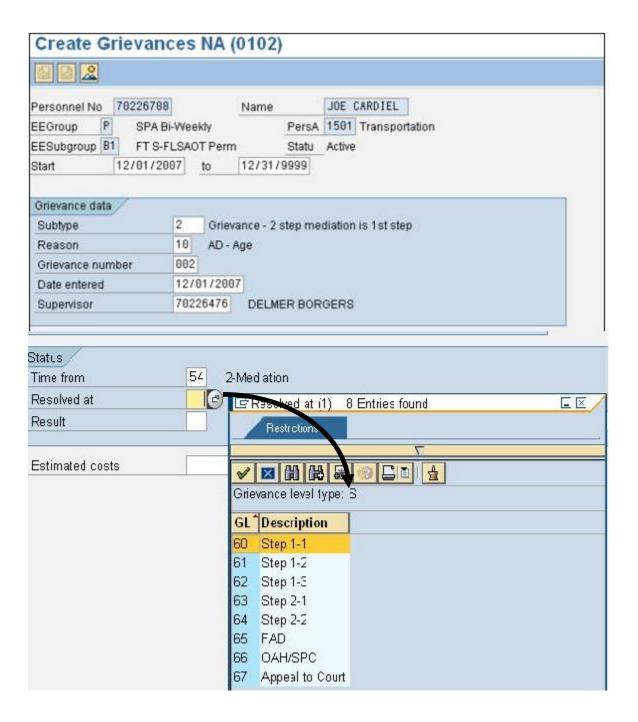
Example #2: Grievances - 2 step mediation is 1st step



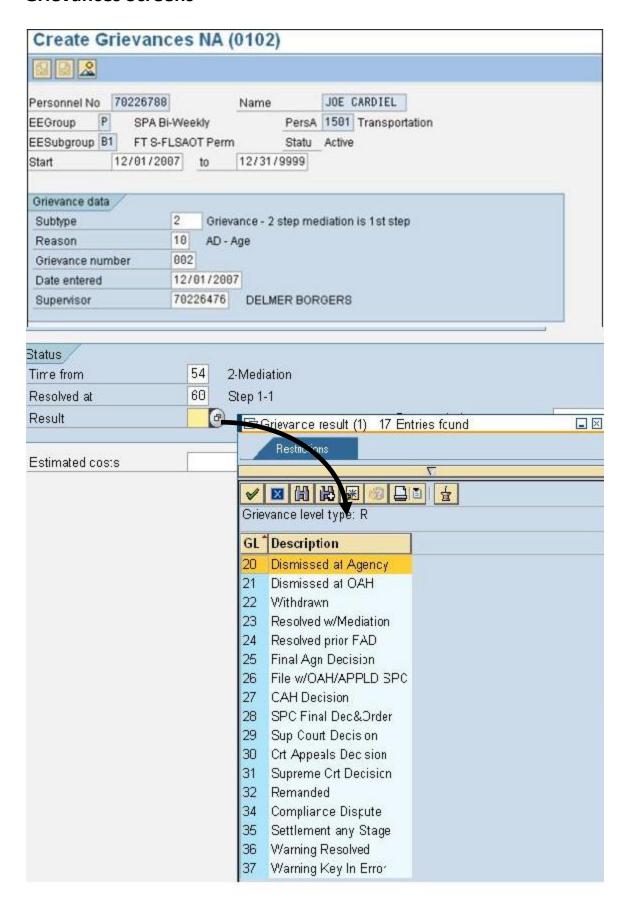
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